

## **FINAL REPORT OF THE SUSTAINABLE DEVELOPMENT WORKING GROUP (2013-2016)**

One of the key conclusions of the 2010 UPU Strategy Conference was that Sustainable Development was relevant for the UPU and Postal sector.

The Goal-4 of Doha Postal Strategy 2013-2016 envisaged “*foster sustainable development of the postal sector*”. The four programmes of the Goal-4 were:

1. Improve remuneration system between designated postal operators.
2. Strengthen the UPU’s capacity to respond appropriately the changing needs in the market.
3. Stimulate the inclusion of all segments of the population through greater and/or targeted access to postal services.
4. Promote environmental awareness, social responsibility, and resilience to disasters

As per Doha Postal Strategy 2013-2016, the sustainable development was to be interpreted in broader manner as it encompasses economic, social and environmental aspects. It further mentioned that first associated programme addressed the issue of remuneration for designated operators. At a time when market conditions were changing fast, remuneration system for letters, packets and parcels should be adopted so they remain fair and efficient for all. Similarly, the UPU should also ensure its structure and decision-making processes are in tune with members’ needs. Furthermore, the concept of inclusion, mainly but not only its financial side, should be fostered. As for as the work on social and environmental issues, it should continue along the lines of what was carried out in 2009-2012 Cycle.

Therefore, the work on sustainable development has been on agenda of UPU as well as APPU since 2009-2012 Cycle to 2013-2016 Cycle. However, we shall confine our progress made in APPU Congress and Executive Council Meetings during 2013-2016 Cycle.

### **Asian-Pacific Postal Union Executive Council Meeting , Hong Kong, China , 14-15 May,2012 – Key Points**

**The Korea Post** shared Corporate Sustainable Management (CSM) Strategy which aimed to expand enterprise life span through pursuing harmonization between economic growth, environmental protection and social development. It envisaged to minimizing fuel consumption and CO2 emission through establishment of eco-friendly transportation system, purchasing alternative energy vehicles and green delivery vehicles.

Korea Post has also chalked out a smart strategy for corporate sustainability management with the key tasks of improving employee’s satisfaction, improving efficiency, innovative green management, and new global environmental regulations.

**The Japan Post** shared that they were providing a fundamental communication infrastructure for the help of local community with the assistance of local governments. The help was extended to 112

local governments in providing assistance to the elderly persons in the thinly populated areas. Japan Post also provided evacuation in space to about 1,000 local governments in case of disaster or emergency.

#### **Asian-Pacific Postal Union 11<sup>th</sup> Congress, New Delhi, India , 3-7 September, 2013– Key Points**

**La Poste, France** shared the experience on “Evolution of the Voluntary Carbon offset Project and its Implementation in the Region”. They highlighted the area of pilot project including its identity, visibility and creation of the structure, its promotion, role of train post participating in pilot project, strategy for implementation of pilot phase , financing of the projects and search for funding. The possibility of extension of the project to posts in Asia Pacific Region was also discussed.

**The New Zealand Post** shared the important areas of sustainable development: Planet (Environmental); People (Social); and Profit (Economic). They said that the Sustainable Development Strategy in NZ Post was fully integrated and embedded into all aspects of the business. It was all about value creation, managing for risk, building stronger relationships to make it happen, finding new business opportunities using sustainable technology or sustainable business models. The members were informed that Carbon emissions was the biggest of New Zealand Post and they were constantly striving to achieve balance maintaining sustainability , while building the business with successful initiatives such as YouShop.

They shared that they were starting with a product sustainability audit on all the products they supply. New Zealand Post would be looking at each product against sustainability criteria to enable them to give each product a rating. They will identify then high risk products and build a strategy around this. NZP was would contact customer research to get a baseline around customer expectations of sustainable practices. NZP was working to develop a baseline of ethical practice within the business. Their ethical principles include women in leadership, diversity in NZP community, all driven by recognition that they want an innovative company.

NZP shared that they were moving away from treating community involvement as sponsorship activity to an activity that sees return for both the Company and the community involved. This meant they were moving away from simple donation of funds and looking more at investment. NZP was thus working to build relationship with companies that provide ‘angel investment” and work in partnership with them. Their key focus remained on health and well-being (such as NZP’s involvement with Heart Foundation) literacy (books in homes).

#### **Asian-Pacific Postal Union Executive Council Meeting , Colombo, Sri Lanka , 15-19 May,2014 – Key Points**

The delegates were reminded of NZP presentation on Sustainable Development at New Delhi APPU Congress, 2013.

**Pakistan Post** shared the actions for Sustainable Development in Pakistan Post. It was collecting funds on behalf of Shaukat Khan Memorial Hospital to aid the fight against cancer. It was also managing

payments to needy and poor students of the country by delivering money orders. Pakistan Post was also facilitating education by distributing books and newspapers to rural areas at subsidized rates.

**Asian-Pacific Postal Union Executive Council Meeting , Islamabad, Pakistan , 24-28 March,2015 – Key Points**

**Pakistan Post** shared that it was complying with system of Bonus payments for parcels and receiving bonus on different service features. Pakistan Post was actively participating in UPU meetings, workshops and seminars and also taking advantage of training facilities of APPC to enhance capacity building of its service. With a network of 12,035 outlets, Pakistan Post was focusing specially on remote areas where full range of services is accessible to everyone.

To help education initiatives of the Government for distance learning, Pakistan Post was delivering teaching material to students of Allama Iqbal Open University to every nook and corner of the country on specially lowered tariff.

Pakistan was also maintaining 15% quota for women in service. A chain of postal dispensaries have been established all over the country to provide employees with best health services. For providing quality education to employees, Pakistan Post has set up school education up to High School level.

**Korea Post** shared its experience by mentioning that they have provided 5 shelters of US \$ 310,000 to 1,900 beneficiaries. They sponsored 400 players of 24 teams with an amount of US \$ 120,000 and 8,100 students/teachers covering 12,000 citizens expending an amount of US \$ 180,000.

**China Post** shared experience on alternative fuel vehicles in the Chinese Postal Sector, highlighting National Policy Support, Local Pilot Projects, and Actions of China Post as transportation represents 70% of the emissions in China. China Post informed that 'Green Post' announced in 2015, would become one of the top priorities for the Chinese Postal sector.

**Post Indonesia** shared that they have taken certain initiatives to expand postal services access: expanded national network overage; provide 24 hours postal services; provide mobile postal solutions; develop solution for specific market; develop total solution for e-commerce; and increase range of services offered at postal distribution channels.

Post Indonesia urged APPU to initiate a common platform to arrange regional business cooperation among APPU members. For example, the implementation of CDS and IFS in Asia Pacific to enable postal operators facilitate their customers to access affordable postal services.

**Australia Post** informed the meeting that they had taken many actions and initiatives, such as use of materials recycled, controlling carbon emissions, introducing electric motor bikes, clearing the cigarette butts and recycling it, even using the recycled packaging material.

**Asian-Pacific Postal Union Executive Council Meeting, Langkawi, Malaysia , 16-21 May,2016 – Key Points.**

**New Zealand Post** highlighted a number of innovative new initiatives taken at their end which included introduction of electric vehicles, recycling of old uniforms and recycling of packaging material. NZP uses 70 to 80 percent of their packaging material towards recycling. They also supported their communities through a range of initiatives and partnerships like participation in community post, celebrating mori language week. The employees of NZP are given a full day paid leave to serve their community.

New Zealand Post also works in collaboration with their partners to minimize environmental and social harm for which they have developed a supplier code of conduct. They have developed an effective control system to monitor greenhouse gas emission on per parcel per letter. They have managed to reduce greenhouse emissions by 29%. They have won a number of awards for their excellent performance in sustainable development.

**Pakistan Post** gave their perspective on sustainable development. Their focus was on the postal business model which delivers a wide range of postal services and products. They have adopted the national financial inclusion strategy of Pakistan. They informed that Pakistan Post intends to play a vital role in enhancing the bankable population from 23% to 50% by the year 2020. In order to give an altogether new look to the post offices, rebranding of post offices have been started along with automation to improve core function of sorting and delivery.

Pakistan Post has maintained a gender balance and for the last three to five years have recruited female postal managers who now form 47% of the managerial work force. Social and welfare activities are carried out through a Foundation run by it. It provides assistance in education, health and social obligations.

**Sri Lanka Post** gave an overview of the wide range of postal services they are offering to the customers. They highlighted the importance of Human Resource Development and have successfully completed all training programs. In this regards they have developed ICT division to train their employees. They were offering a wide range of services and products with special emphasis on technology development. They have maintained a high level of quality and won awards for social and welfare activities. As part of their social responsibilities, union activities are encouraged and all issues are resolved amicably with union through dialogue. Moreover, all stake holders are involved in business development and matters relating to them.

**China Post** shared the developments since last Executive Council meeting. They carried a study on the Application of Environmental Technologies in the Postal Sector. Their Thirteenth Five Year Plan which began in 2016 envisages the concept of “innovative, balanced, green, open and sharing” development. The green part mainly aims to promote the low-carbon development of this sector. The Thirteenth Five Year Plan on Express Delivery Services also takes “green development project” on board, including activities in standard development, promotion and recycling of environment friendly packing materials, retrofitting and upgrading of corporate technological equipment, utilization of new-energy vehicles and energy-saving buildings.

**Asian-Pacific Postal Union 12<sup>th</sup> Congress, Tehran, Iran 3-7 July, 2017**

**China Post**, as part of previous policy on Sustainable Development, has outlined the Implementation Plan. As part of implementation plan, for them 2017 is a year of action when the key green projects identified in the Thirteenth Five-Year Plan are being rolled out. China Post working together with the Ministry of Industry and Information Technology, Ministry of Commerce, Ministry of Science and Technology, Ministry of Environmental Protection and Quality Inspection Administration to issue green standards on packaging, delivery vehicles and containers for postal and express services.

In addition, the Ministry of Environment Protection is cooperating with China Post on environmental labeling certification applicable to postal and express packaging. China Express Association has organized a green alliance involving major players of the postal industry, packaging companies and research institutes with view to encouraging the environment-friendly development of the postal industry.

China Post is also planning to launch a pilot project on packaging recycling in partnership with Beijing Sanitation Group. Propaganda and trainings are another important way by which they influence companies and consumers to change their behaviors in purchasing postal and express services. For this reason, they use the “Last-Mile Summit”, National Low-carbon Day and other occasions to increase people’s awareness of green packaging and clean development. All these efforts will contribute to the sustainable development of the postal and express industry in China.

**Islamic Republic IRAN National Post Company** has been continuously taking part in the reduction of greenhouse gas emissions resulting from postal activities. This effort is done based on the framework of mandate given by 2008 UPU Congress and its resolutions up to Istanbul 2016 congress.

Iran Post in line with reducing its greenhouse gas emission in buildings and vehicles fleet, established a productivity committee with the responsibility of focusing on policies of postal buildings, optimization of motor engines fuel consumption, making use of modern technology in reducing consumption, decreasing number of public vehicles belonging to public organization, making use of CNG and Hybrid cars, making use of software like official automation (paperless) in order to decrease paper consumption, working methods improvement and etc. Making use of recycled bags, replacing lead plumbs with plastic ones, supervising on energy consumption utilities (water, electricity and gas) are among the revised activities done by Iran Post. The other efforts are making use of dual windows, low consumption lamps and roof insulation.

The Iran Post has also taken part in the UPU's online solution for carbon analysis and reporting (OSCAR) in 2016 and 2017 for managing organization’s resources and carbon footprint to launch the necessary reduction measures.

In the area of women's rights and gender parity , certain concrete measures have been taken that include organizing a 40-hour training course on annual basis both in general and technical fields for women; establishing a women staff committee dealing with formation of inner campaign, organizing sports championships and recreation camps; covering a part of the kindergarten costs for women; paying family allowance to women who have lost their husbands and have to take care of their children; paying special bonus on Women's day; and allocating 9 months maternity leave to female employees who have given birth to a child.

In the area of training, apart from developing training activities and educational system for postal staff, Iran Post offers training to non-postal students in Post & Telecommunication College. To cater for social safety nets , Iran Post has set complementary insurance for all postal personnel; payment of housing allowance; and payment staff allowance.

In the area of safety and Security , Iran Post has set up security standards for buildings; installed close circuit cameras; assigned specialized doctors for postal personnel; signing a contract with a dentistry clinic to provide specialized services with low prices to postal personnel; and prohibition of smoking inside postal buildings and offices.

Iran Post has taken certain measures for the prevention of epidemic diseases. These include distributing publicity brochures on epidemic diseases and earthquake; issuing postal stamps and posters on epidemic diseases; propagandizing on postal vehicles; and issuing special stamp on AIDS.

Also, Iran Post has taken certain other initiatives like offering new services to people such a distributing insurance booklets, medical doctors' appointments, delivery of drugs in rural and remote areas; establishing staff's new proposal committee to encourage the personnel to propose practical and cost effective proposals in the field of post; and installing special boxes in post offices for receiving proposals from postal customers.

In the area of Environment , the initiatives include transferring gas oil torches to gaseous ones; adopting and implementing reduced energy consumption; making use of low consumption equipment; monitoring proper insulation; making use of dual layers windows; making use of gaseous fuels; replacing fossil fuels; replacing fossil fuels with gaseous ones; replacing fuel of postal vehicles with CNG; producing postal guide book with a view to durability of postal products; and issuing postal stamps with them of environment.

**New Zealand Post** has shared the progress of sustainable development since previous meetings. They have formal environmental targets and a work programme with five focus areas crossing social and environmental aspects. Their focus areas are: Electric Vehicles powering deliveries; Growing Social Enterprise in Aotearoa; Recycling packaging; supporting communities; and working with Partners

Overall New Zealand Post wants to be more efficient with the resources they use. Their primary environmental target is to reduce the greenhouse gas emissions associated with every parcel they deliver by 15% from 2015 to 2020. To help achieve this they are focussing on: fuel efficiency in transport network; waste reduction; and increasing energy efficiency

New Zealand Post is working on a number of innovative new services to make vehicle deliveries more competitive, efficient and eco-friendly. This includes using new electric-powered vehicles – the four-wheel battery powered Paxster – to provide more flexibility and deliver a full range of mail, from letters to bulky parcels. Over a one month trial of these in New Plymouth a greenhouse gas reduction of 65% was achieved.

New Zealand Post and Ākina Foundation have been working together since 2012 to grow the next generation of social enterprise in New Zealand. NZP's partnership with Ākina focuses on building resilience in New Zealand communities by providing social enterprise training and business development services, in regional programmes, across the country.

New Zealand Post has worked hard to minimise the impact of packaging products on the environment. That means being smart about the design of their packaging products and making it easy for their customers to recycle when they're finished with those products.

New Zealand Post is proud to help grow their communities and connect with their indigenous culture through a range of initiatives and partnerships. Volunteering is another way they try to make a difference. Each year their people get a day's paid volunteer leave to offer their time and energy in their community – from preparing frozen meals, sewing school bags and gardening at Eponi School, to clearing drains below the walking tracks on Kapiti Island Nature Reserve

New Zealand Post partners with a lot of different organisations to deliver their products and services – and to help them deliver theirs. It's vital that these partners share their commitment to sustainability. They work closely with their partners to reduce their collective impact. That means taking stock of everything they do – from end to end – and working together to minimise environmental and social harm. They also have a Supplier Code of Conduct which sets out their expectations of their suppliers as well as their suppliers or subcontractors.

New Zealand Post takes their commitment to sustainability really seriously. That's why they seek independent measurement of what they're doing and benchmark themselves against industry best practices. They have won awards which is quite commendable.

**Pakistan Post** has already outlined the broader contours of new initiatives for Sustainable Development in Pakistan Post. Since 2016, the main focus of Pakistan Post has been to ensure long term sustainability for Pakistan Post through "Reform Agenda" initiated in the backdrop of approval given by

the Government of Pakistan. The reform agenda has three main components: 1) A digital platform for mobile money solution to bring eventually all services under this platform ; 2) An independent Post logistics company to tap booming e-commerce potential ; and 3) re-branding of post of post offices.

These all initiatives are being undertaken on Public-Private Partnership mode and for that reputed national and international firms/companies have applied.

Pakistan Post is one of the important stakeholders in the National Financial Inclusion Strategy 2015 of Pakistan. Pakistan's financial inclusion strategy focuses on four areas: Promoting digital transaction accounts and reaching scale through bulk payments; Expanding and diversifying access point; Improving capacity of financial service provider; and increasing levels of financial awareness and capability. Pakistan's goal is to achieve universal financial access, with a headline NFIS target of expanding formal financial access to at least 50% of adults, including women and youth, and to increase the percentage of SME loans in bank lending to 15% by 2020.

The intake of women in Pakistan Post is increasing year by year and of late gender balance is tilted in favor of females in managerial positions which is a healthy sign and will create positive impact towards sustainable development.

### **Recommendations**

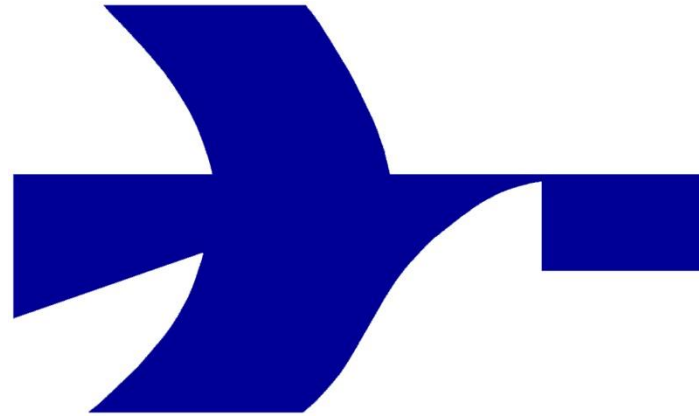
Over the period of last two Cycles 2009-2012 and 2013-2016, Sustainable Development has remained very relevant to UPU and Postal sector. In line with this policy APPU has always attached greater importance to sustainable development and formation of Working Group on Sustainable Development in Executive Council was a step in right direction. The members of the Group rendered valuable input during the meetings. A number of members gave their input in the form of reports and presentations that were discussed and debated during the meetings of Executive Council. Based on these reports and discussions, here are certain important recommendations.

1. Posts all over the world should renew their policies in the wake of Paris Accord on Climate Change 2016 as environmental degradation is one of the greatest dangers for the existence of the planet earth.
2. Posts all over the world need to invest heavily in human resource development of their employees in order to remain relevant and sustainable in coming days.
3. The success stories of many member countries of APPU have proved that safety and security of employees and clients has become key priority of designated operators which should not only be continued, it shall be made essential part of UPU and APPU policies.



4. As part of the social obligation, communities are essential stake holders and they need to be taken on board by designated operators in the formulation and implementation of policies in postal sector.
5. As result of fast digitization , the many designated operators are in the process of making financial inclusion as essential part of their policies , but, extreme care should be taken that Posts world over do not compromise on social inclusion which has remained core obligation of Posts since its inception.
6. Lastly, the Sustainable Development Goals set by United Nations have in built provisions for sustainable development in terms of environmental, political, social and economic responsibilities, and Post as the oldest and being one of the biggest Employers has greater responsibility towards realization of sustainable development goals. The UPU, APPU and designated operators must share the responsibility of contributing effectively towards realization of these sustainable development goals of UN.

Sqn Ldr® Maqsood Ahmed  
Chair, APPU, Sustainable Working Group  
Monday, 3 July, 2017



# Sustainable Development Working Group Report (2013-2016)

Sqn Ldr<sup>®</sup> Maqsood Ahmed  
Chairman  
Sustainable Working Group

Asian-Pacific Postal Union  
12<sup>th</sup> Congress  
Tehran, Iran  
3-7 July 2017

# Sequence of Presentation

- Sustainable Development – Background
- Key Points of APPU-EC Meeting , Hong Kong, China 14-15 May,2012
- Key Points of 11<sup>th</sup> APPU Congress, New Delhi, India , 3-7 September,2013
- Key Points of APPU-EC Meeting , Colombo, Sri Lanka, 14-15 May,2014
- Key Points of APPU-EC Meeting , Islamabad, Pakistan, 24-28 March,2015
- Key Points of APPU-EC Meeting, Langkawi, Malaysia, 16-21 May, 2016
- Key Points of 12<sup>th</sup> APPU Congress, Tehran, Iran , 3-7 July, 2017.
- Recommendations
- Conclusion & Vote of Thanks

# Sustainable Development- the Background

- The Goal-4 of Doha Postal Strategy 2013-2016 envisaged “***foster sustainable development of the postal sector***”.
- The four programmes of the Goal-4 were:
  1. Improve remuneration system between designated postal operators.
  2. Strengthen the UPU’s capacity to respond appropriately the changing needs in the market.
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# Sustainable Development- the Background....

- As per Doha Postal Strategy 2013-2016, the sustainable development was to be interpreted in broader manner as it encompasses economic, social and environmental aspects.
- It further mentioned that first associated programme addressed the issue of remuneration for designated operators. At a time when market conditions were changing fast, remuneration system for letters, packets and parcels should be adopted so they remain fair and efficient for all.
- Similarly, the UPU should also ensure its structure and decision-making processes are in tune with members' needs.
- Furthermore, the concept of inclusion, mainly but not only its financial side, should be fostered.
- As for as the work on social and environmental issues, it should continue along the lines of what was carried out in 2009-2012 Cycle.

# Sustainable Development- the Background....

- Therefore, the work on sustainable development has been on agenda of UPU as well as APPU in 2009-2012 Cycle as well as 2013-2016 Cycle.
- However, we shall confine our progress made in APPU Congress and Executive Council Meetings during 2013-2016 Cycle.
- To make a comprehensive study on the sustainable development , the APPU decided to make a working group that would ensure effective coordination among member countries for their participation through discussions , debates , reports and feed back during yearly meetings of Executive Council.
- The Group comprises of 21 member countries namely Afghanistan, Australia, Bangladesh, Bhutan, China, Fiji, Indonesia, Iran, Japan, Korea, Malaysia, Mongolia, New Zealand, Pakistan, Samoa, Solomon Islands, Sri Lanka, Thailand, Tonga, Vanuatu, and Vietnam. Pakistan has the chair of the Working Group.

# APPU- Executive Council Meeting , Hong Kong, China , 14-15 May,2012 – Key Points

- **The Korea Post** shared Corporate Sustainable Management (CSM) Strategy which aimed to expand enterprise life span through pursuing harmonization between economic growth, environmental protection and social development.
- Korea Post has also chalked out a smart strategy for corporate sustainability management with the key tasks of improving employee's satisfaction, improving efficiency, innovative green management, and new global environmental regulations.
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- The help was extended to 112 local governments in providing assistance to the elderly persons in the thinly populated areas.

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- **The New Zealand Post** shared the important areas of sustainable development: Planet (Environmental); People (Social); and Profit (Economic).
- They said that the Sustainable Development Strategy in NZ Post was fully integrated and embedded into all aspects of the business.
- It was all about value creation, managing for risk, building stronger relationships to make it happen, finding new business opportunities using sustainable technology or sustainable business models.
- They shared that they were starting with a product sustainability audit on all the products they supply. New Zealand Post would be looking at each product against sustainability criteria to enable them to give each product a rating.



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- NZP was working to develop a baseline of ethical practice within the business. Their ethical principles include women in leadership, diversity in NZP community, all driven by recognition that they want an innovative company.
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- In order to give an altogether new look to the post offices , rebranding of post offices have been started along with automation to improve core function of sorting and delivery.
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- Social and welfare activities are carried out through a Foundation run by it. It provides assistance in education, health and social obligations.

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- **Sri Lanka Post** gave an overview of the wide range of postal services they are offering to the customers.
- They highlighted the importance of Human Resource Development and have successfully completed all training programs. In this regards they have developed ICT division to train their employees.
- They were offering a wide range of services and products with special emphasis on technology development .
- They have maintained a high level of quality and won awards for social and welfare activities.
- As part of their social responsibilities, union activities are encouraged and all issues are resolved amicably with union through dialogue. Moreover, all stake holders are involved in business development and matters relating to them.



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- In the area of training, apart from developing training activities and educational system for postal staff, Iran Post offers training to non-postal students in Post & Telecommunication College.
- To cater for social safety nets , Iran Post has set complementary insurance for all postal personnel; payment of housing allowance; and payment of stuff allowance.
- In the area of safety and security , Iran Post has set up security standards for buildings; installed close circuit cameras; assigned specialized doctors for postal personnel; signing a contract with a dentistry clinic to provide specialized services with low prices to postal personnel; and prohibition of smoking inside postal buildings and offices.

# APPU 12<sup>th</sup> Congress, Tehran, Iran 3-7 July, 2017....

- Iran Post has taken certain measures for the prevention of epidemic diseases. These include distributing publicity brochures on epidemic diseases and earthquake; issuing postal stamps and posters on epidemic diseases; propagandizing on postal vehicles; and issuing special stamp on AIDS.
- Also, Iran Post has taken certain other initiatives like offering new services to people such as distributing insurance booklets, medical doctors' appointments, delivery of drugs in rural and remote areas; establishing staff's new proposal committee to encourage the personnel to propose practical and cost effective proposals in the field of post; and installing special boxes in post offices for receiving proposals from postal customers.

# APPU 12<sup>th</sup> Congress, Tehran, Iran 3-7 July, 2017....

- In the area of Environment , the initiatives include transferring gas oil torches to gaseous ones; adopting and implementing reduced energy consumption;
- making use of low consumption equipment; monitoring proper insulation; making use of dual layers windows;
- making use of gaseous fuels; replacing fossil fuels; replacing fossil fuels with gaseous ones; replacing fuel of postal vehicles with CNG;
- producing postal guide book with a view to durability of postal products; and
- issuing postal stamps with them of environment



# APPU 12<sup>th</sup> Congress, Tehran, Iran 3-7 July, 2017....

- **New Zealand Post** has shared the progress of sustainable development since previous meetings.
- They have formal environmental targets and a work programme with five focus areas crossing social and environmental aspects.
- Their focus areas are: Electric Vehicles powering deliveries; Growing Social Enterprise in Aotearoa; Recycling packaging; supporting communities; and working with Partners.
- Overall New Zealand Post wants to be more efficient with the resources they use.
- Their primary environmental target is to reduce the greenhouse gas emissions associated with every parcel they deliver by 15% from 2015 to 2020.
- To help achieve this they are focussing on: fuel efficiency in transport network; waste reduction; and increasing energy efficiency

# APPU 12<sup>th</sup> Congress, Tehran, Iran 3-7 July, 2017....

- New Zealand Post is working on a number of innovative new services to make vehicle deliveries more competitive, efficient and eco-friendly.
- This includes using new electric-powered vehicles – the four-wheel battery powered Paxster – to provide more flexibility and deliver a full range of mail, from letters to bulky parcels.
- Over a one month trial of these in New Plymouth a greenhouse gas reduction of 65% was achieved.
- New Zealand Post and Ākina Foundation have been working together since 2012 to grow the next generation of social enterprise in New Zealand.
- NZP's partnership with Ākina focuses on building resilience in New Zealand communities by providing social enterprise training and business development services, in regional programmes, across the country.

# APPU 12<sup>th</sup> Congress, Tehran, Iran 3-7 July, 2017....

- New Zealand Post has worked hard to minimise the impact of packaging products on the environment.
- That means being smart about the design of their packaging products and making it easy for their customers to recycle when they're finished with those products.
- New Zealand Post is proud to help grow their communities and connect with their indigenous culture through a range of initiatives and partnerships.
- Volunteering is another way they try to make a difference. Each year their people get a day's paid volunteer leave to offer their time and energy in their community – from preparing frozen meals, sewing school bags and gardening at Epuni School, to clearing drains below the walking tracks on Kapiti Island Nature Reserve.

# APPU 12<sup>th</sup> Congress, Tehran, Iran 3-7 July, 2017....

- New Zealand Post partners with a lot of different organisations to deliver their products and services – and to help them deliver theirs.
- It's vital that these partners share their commitment to sustainability. They work closely with their partners to reduce their collective impact.
- They also have a Supplier Code of Conduct which sets out their expectations of their suppliers as well as their suppliers or subcontractors.
- New Zealand Post takes their commitment to sustainability really seriously. That's why they seek independent measurement of what they're doing and benchmark themselves against industry best practices.
- They have won awards which is quite commendable

# APPU 12<sup>th</sup> Congress, Tehran, Iran 3-7 July, 2017....

- **Pakistan Post** has already outlined the broader contours of new initiatives for Sustainable Development in Pakistan Post.
- Since 2016, the main focus of Pakistan Post has been to ensure long term sustainability for Pakistan Post through “Reform Agenda” initiated in the backdrop of approval given by the Government of Pakistan.
- The reform agenda has three main components: 1) A digital platform for mobile money solution to bring eventually all services under this platform ; 2) An independent Post logistics company to tap booming e-commerce potential ; and 3) re-branding of post of post offices.
- These all initiatives are being undertaken on Public-Private Partnership mode and for that reputed national and international firms/companies have applied.

# APPU 12<sup>th</sup> Congress, Tehran, Iran 3-7 July, 2017....

- Pakistan Post is one of the important stakeholders in the National Financial Inclusion Strategy 2015 of Pakistan.
- The World Bank Group is supporting these country-led efforts, which are reflected in Pakistan's Country Partnership Strategy(2015-19).
- Pakistan's financial inclusion strategy focuses on four areas: Promoting digital transaction accounts and reaching scale through bulk payments; Expanding and diversifying access point; Improving capacity of financial service provider; and increasing levels of financial awareness and capability.
- Pakistan's goal is to achieve universal financial access, with a headline NFIS target of expanding formal financial access to at least 50% of adults, including women and youth, and to increase the percentage of SME loans in bank lending to 15% by 2020.
- Also, the intake of women in Pakistan Post is increasing year by year and of late gender balance is tilted in favor of females in managerial positions which is a healthy sign and will create positive impact towards sustainable development.

# Recommendations

- Over the period of last two Cycles 2009-2012 and 2013-2016, sustainable development has remained very relevant to UPU and Postal sector.
- In line with this policy , APPU has always attached greater importance to sustainable development and formation of Working Group on Sustainable Development in Executive Council was a step in right direction.
- The member counties like Australia, China , New Zealand , Iran, Sri Lanka, Indonesia, Japan, Korea and Pakistan rendered valuable input during the meetings in the form of reports and presentations that were discussed and debated during the meetings of Executive Council.
- Nevertheless , each member of the group participated in the discussions and debates which was a value addition in itself and reflects of a coordinated effort.
- The Director, APPU and his team was always supportive during all meetings and without their support the work done by group would not have been possible.
- Based on these reports and discussions, here are certain important recommendations.

# Recommendations....

- Posts all over the world should renew their policies in the wake of Paris Accord on Climate Change 2016 as environmental degradation is one of the greatest dangers for the existence of the planet earth.
- Posts all over the world need to invest heavily in human resource development of their employees in order to remain relevant and sustainable in coming days.
- The success stories of many member countries of APPU have proved that safety and security of employees and clients has become key priority of designated operators which should not only be continued, it shall be made essential part of UPU and APPU policies.



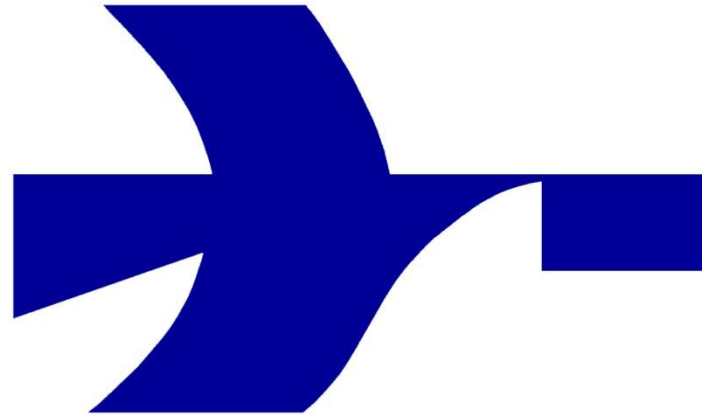
# Recommendations....

- As part of the social obligation, communities are essential stake holders and they need to be taken on board by designated operators in the formulation and implementation of policies in postal sector.
- As result of fast digitization , the many designated operators are in the process of making financial inclusion as essential part of their policies , but, extreme care should be taken that Posts world over do not compromise on social inclusion which has remained core obligation of Posts since its inception,

# Recommendations....

- Lastly, the Sustainable Development Goals set by United Nations have in built provisions for sustainable development in terms of environmental, political, social and economic responsibilities, and Post as the oldest and being one of the biggest Employers has greater responsibility towards realization of sustainable development goals.
- The UPU, APPU and designated operators must share the responsibility of contributing effectively towards realization of these sustainable development goals of UN.

Thank You



# Disaster Risk Management Activities of Japan

Hiroshi NAKAYAMA

Director, International Affairs Office,  
Postal Services Policy Department  
Ministry of Internal Affairs and Communications, Japan

**Asian-Pacific Postal Union**

**12<sup>th</sup> Congress**

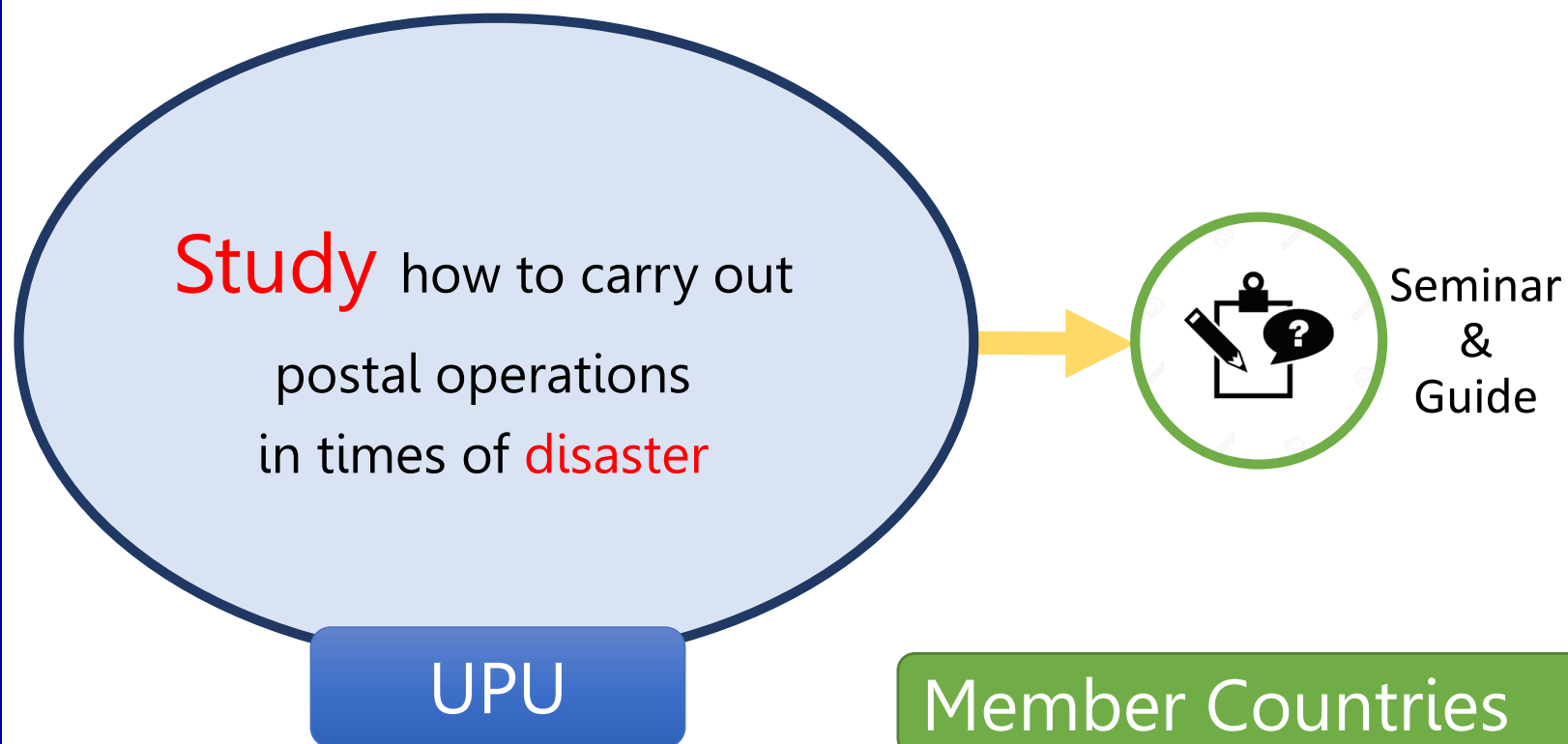
**Tehran, Iran**

**3-7 July 2017**

# Japan proposal for DRM activities @ Doha Congress

Recommendation C 6 4 /201 2

*(Initiatives for the study of sustainable development and development cooperation measures to make postal organizations more resistant to major disasters)*



DRM Guide

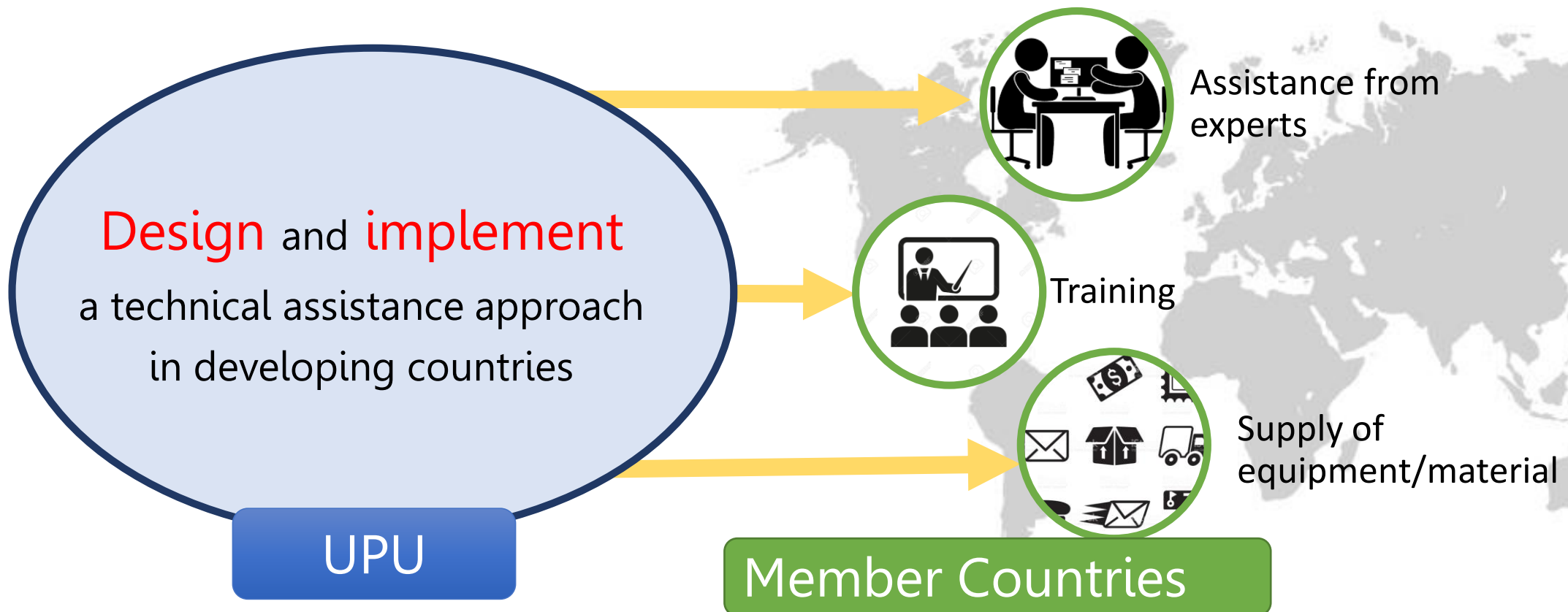


Seminar on DRM @ APPC Jan.<sup>2</sup> 19-20, 2016

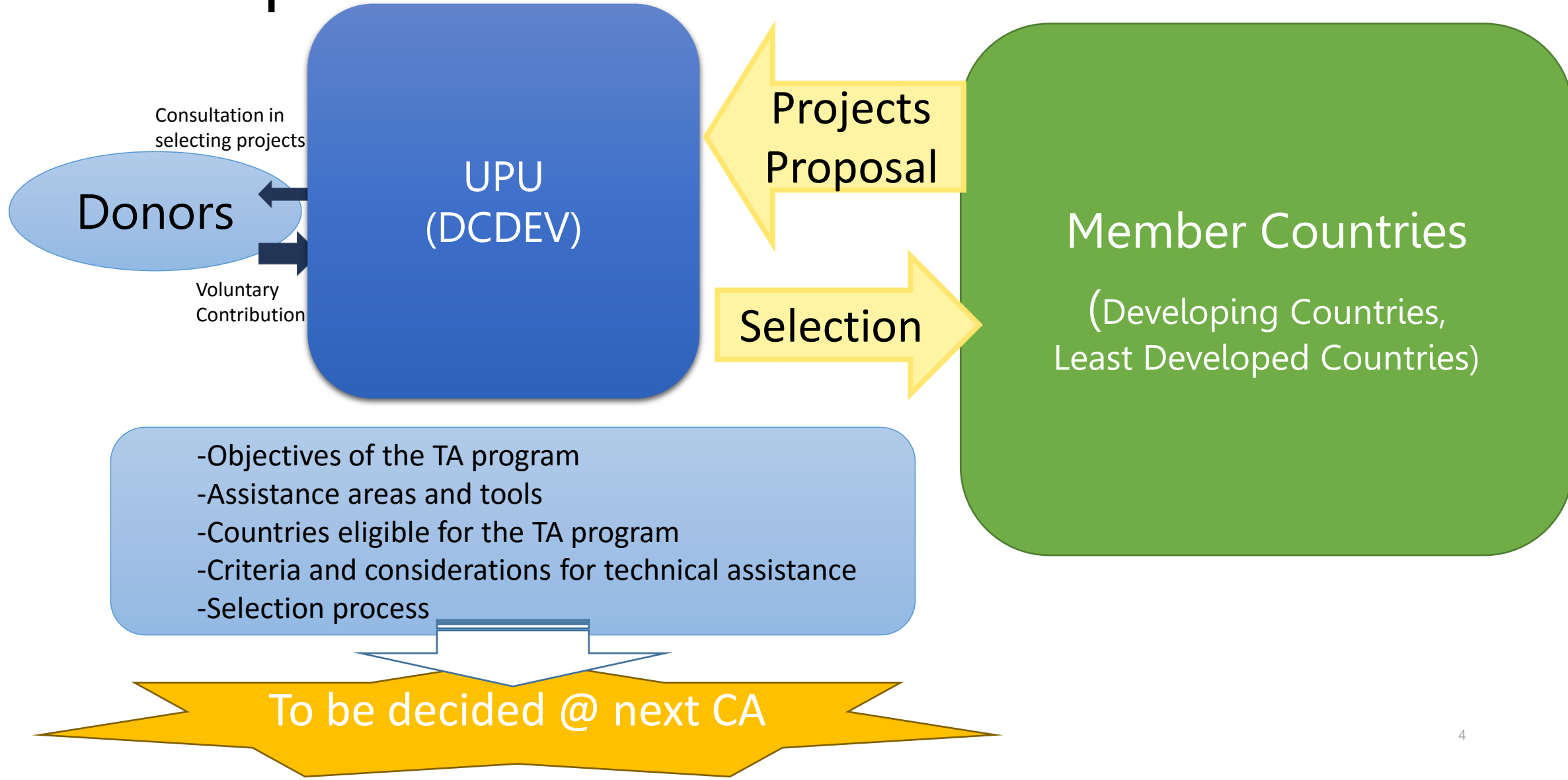
# Japan proposal for DRM activities @ Istanbul Congress

Recommendation C 14/2016

*(Promotion of disaster risk management measures in the field of development cooperation)*



# Grand picture of Technical Assistance



# Thank you!

## Hiroshi NAKAYAMA

UPU CA C5 Co-Chair



Director

International Affairs Office

Postal Services Policy Department

Ministry of Internal Affairs and Communications

Japan